ROLE DESCRIPTION

Job Title	Rail Operations Officer
Salary Band	SCP 37-40
Reporting to	Rail Operations Manager
Directorate	Place
Service Area and sub area	Transport
Team	Network Performance
Political Restriction	No

1. Primary Purpose of the Post

Reporting to the Rail Operations Manager, you will be responsible for supporting the effective delivery of rail services across the city region. Working closely with the Merseyrail concession holder, Network Rail, Train Operating Companies and wider stakeholders, you will ensure rail operations are planned, delivered and continually improved across business-as-usual operations, incidents, events and engineering activity.

You will act as a rail operations subject matter expert, providing timely and practical input to operational delivery, projects, customer feedback and future development work. You will manage and coordinate responses to rail-related feedback, drawing on support from across the Transport Team where required.

You will take a delivery-focused approach, ensuring activities are integrated with wider transport programmes and delivered at pace. As part of the multi-modal Transport Team, you will work with partners to strengthen rail integration with bus, rapid transit and active travel networks, creating a more connected and customer-focused transport system for the Liverpool City Region.

2. Your responsibilities

- Support the effective delivery of rail services across the city region, ensuring passengers remain at the heart of operations during business-as-usual activity, incidents, events, and engineering works. Represent the Transport Team at relevant internal and external forums as required.
- Work collaboratively with Merseyrail, Network Rail, Train Operating Companies, British Transport Police, and other partners to support coordinated customer-focused planning for incidents, events, stations, communications, and service disruption.
- Maintain a forward programme of events and engineering activities across the city region, including wider network works that may impact rail services.
- Attend the Transport Co-ordination Centre (TCC), event control locations, and stations as required to support operational delivery, incident management, and event operations, including occasional out-of-hours working.

- Support the management of incidents and disruption, contributing to reviews, lessons learned, and continuous improvement initiatives.
- Work with the Network Performance and Analysis team to review performance data, incidents, trends, and non-conformances, providing analysis and recommendations to support service improvement. Including escalating risks to service provision, projects, or works delivery in a timely manner and support appropriate mitigations.
- Support the Rail Operations Manager in detailed monitoring of operator compliance with franchise agreements, Merseyrail concession agreements, ticketing, retail audit, and service change requirements, ensuring corrective actions are effectively managed.
- Provide professional rail operations expertise to support projects, performance improvement, customer feedback, and future development activities through reports, briefings, presentations, and stakeholder engagement.
- Act as a key point of contact for rail asset-related matters, including operational, renewal, and land-related enquiries.
- Coordinate responses to rail-related correspondence, complaints, and customer feedback, ensuring they are accurate, timely, and customer-focused.
- Support alignment between rail activities and wider transport strategies, promoting effective communication, integration, and partnership working across the organisation and industry.
- Identify, promote, and implement best practice from across the UK rail industry, contributing to operational improvement, performance enhancement, and service development initiatives.
- Maintain a strong customer focus at all times, acting with professionalism, accountability, and urgency to support the delivery of high-quality rail services for residents and visitors across the Liverpool City Region.

3. General Corporate Responsibilities

- Demonstrate the LCRCA behaviours of **LCR First, Respect and Action Focus** and contribute positively to an inclusive, collaborative and supportive culture.
- Take ownership of delivering high-quality work, achieving objectives and contributing to the successful delivery of corporate priorities
- Work collaboratively with colleagues, customers, partners and stakeholders to achieve positive outcomes for residents, businesses and communities
- Comply with organisational policies, procedures, governance requirements and relevant legislation, taking responsibility for health, safety and wellbeing
- Demonstrate commitment to equality, diversity and inclusion, treating everyone with dignity and considering the impact of decisions on communities and protected groups
- Take responsibility for your own learning, development and continuous improvement, contributing ideas and expertise to organisational success

4. Recruitment Plan

Interview – Competency Based
Task Based Assessment

LIVERPOOL CITY REGION COMBINED AUTHORITY

METRO MAYOR LIVERPOOL CITY REGION

PERSON SPECIFICATION

Job Title: Rail Operations Officer

Criteria		
Qualifications and Training	**E = Essential D = Desirable**	**Identified By**
Degree level qualification or equivalent level of experience in rail operations	**E**	**A**
Member of the Chartered Institution of Railway Operators (CIRO) or equivalent body	**E**	**A**
Evidence of ongoing professional development relevant to transport, rail operations or service delivery	**D**	**A / I**
Training in incident management, operational resilience or service improvement	**D**	**A**

Experience and knowledge	**E = Essential D = Desirable**	**Identified By**
Experience of operational management at MOM / crew manager level or above	**E**	**A**
Sound working knowledge and demonstrable experience of frontline operations and incident management within a railway environment	**E**	**A / I**
Demonstrable experience of exerting influence at a senior level and working in partnership with key stakeholders to achieve desired outcomes	**E**	**A / I / T**
Understanding of railway operational issues and demonstrable experience of incident management	**E**	**A**
Experience of contributing subject matter expertise into rail-related issues, projects and programmes	**E**	**A / I**
Proven experience of meeting deadlines	**E**	**A / I**
Contract, concession, franchise or compliance management experience	**D**	**A / I**
Experience of working within public sector governance, assurance or public contracts.	**D**	**A / I**

Skills and abilities	**E = Essential D = Desirable**	**Identified By**
Skilled in building strong, positive relationships with key stakeholders and demonstrate ability to achieve desired outcomes	**E**	**A / I**
Skilled in contributing subject matter expertise into rail-related activities and correspondence	**E**	**A / I**
Ability to write professional succinct correspondence and reports for a range of audiences	**E**	**A / T**

Able to process large quantities of information and data and to be able to develop suitable, cost-effective strategies and delivery plans for progression	**E**	**A / I / T**
Able to draw conclusions from a wealth of detailed information and possess a keen eye for detail	**E**	**A / I / T**
Ability to prioritise and manage workloads	**E**	**A / I**
Confidence in representing the organisation in meetings, operational forums and incident environments.	**D**	**A / I**

Personal Attributes	**E = Essential D = Desirable**	**Identified By**
Customer-focused mindset	**E**	**A / I / T**
A keen commitment to safety and wellbeing	**E**	**A / I**
Passion to improve public transport services	**E**	**A / I**
Committed to providing high-quality customer service and ensuring service standards are met	**E**	**A / I**
Committed to achieving social-value across areas of work	**E**	**A / I**
Demonstrable commitment to diversity and inclusion, together with a clear appreciation of equalities issues	**E**	**A / I**
Knowledge of key issues facing public transport within the City Region	**E**	**A / I**
Knowledge of wider key issues facing the City Region.	**D**	**A / I**

Core Behavioural Competencies	**E = Essential D = Desirable**	**Identified By**
An ability to demonstrate our core values, including a commitment to Equality, Diversity and Inclusion	**E**	**A / I**
Experience of/ability to contribute to a high-performance culture	**E**	**A / I**
Embed LCRCA's behaviours into LCRCA First, Action, Focussed and Respect.	**E**	**A / I**

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment